



## Examples of Electronic Visit Verification (EVV) Claim Pend Timelines

Personal Care Services (PCS) claims with dates of service beginning on October 1, 2020 are now subject to an EVV claim edit. Unless a verified EVV record is found, the pend time is a three-day recycle period. This means that unless claims subject to EVV requirements are denied for other reasons, they will pend first and then process to pay.

**To avoid the three-day recycle period, please make sure your verified EVV record is in the Sandata or alternate EVV system prior to submitting claims.**

If there is no EVV record in the Sandata or alternate EVV system and depending on the day of the week you submit your claims, there may be a payment delay for the claim. Please note: Pay close attention to the submission and payment processing dates in the table below.

Examples of the three-day pend process:

<b>Day of Week Claim is Submitted</b>	<b>Claim is Released from EVV Hold</b>	<b>EFT Payment Sent</b>	<b>Check Payment Sent</b>
Saturday, 10/10/2020	The following Tuesday, 10/13/2020	Thursday, 10/22/2020	Monday or Tuesday 10/26/2020 or 10/27/2020
Sunday, 10/11/2020	The following Wednesday, 10/14/2020	Thursday, 10/22/2020	Monday or Tuesday 10/26/2020 or 10/27/2020
Monday, 10/12/2020	The following Thursday, 10/15/2020	Thursday, 10/22/2020	Monday or Tuesday 10/26/2020 or 10/27/2020
Tuesday, 10/13/2020	The following Monday, 10/19/2020	Thursday, 10/29/2020	Monday or Tuesday 11/2/2020 or 11/3/2020
Wednesday, 10/14/2020	The following Monday, 10/19/2020	Thursday, 10/29/2020	Monday or Tuesday 11/2/2020 or 11/3/2020
Thursday, 10/15/2020	The following Monday, 10/19/2020	Thursday, 10/29/2020	Monday or Tuesday 11/2/2020 or 11/3/2020
Friday, 10/16/2020	The following Monday, 10/19/2020	Thursday, 10/29/2020	Monday or Tuesday 11/2/2020 or 11/3/2020

Please note that there could be reasons that a claim would pend other than EVV.

Please contact Provider Services with questions:

- Email MaineCare's [EVV email box](#)
- Call Provider Services at 1-866-690-5585, option 3